

Mayor's Commission on Human Rights and Community Relations

TO:

Chuck Marinec - Planning and Development

FROM:

Kathy Clancy - Mayor's Comm. On Human Rights

DATE:

September 1, 1999

RE:

Update on Timeline AI Action Plan

Per your request, I have addressed each of the three major impediments we listed and the activities we listed to correct these impediments in our AI Action Plan.

- A. 1. Fair Housing brochure exists in Spanish and has been distributed in Springfield and surrounding areas.
 - 2. A web page is currently being worked on with Bruce Morrell and should be completed in 1999.
 - 3. The flyer was replaced with a video, which we are hoping to complete in this fiscal year.
 - 4. Radio stations ran Public Service Announcements regarding Fair Housing during the month of April 1999. We plan on repeating these each year.
 - 5. Involvement in Community Task Force Housing Collaborative provides contact to owners of smaller amounts of rental property and other agencies working with minorities and poor.
 - 6. Mayor's Commission on Human Rights has produced posters relating to Fair Housing to be distributed to agencies assisting people in finding decent housing.
- B. 1. Housing survey was completed by Coalition for Change in Springfield's Climate in June 1998. The survey indicates that of the groups included in the Survey (African-American, Hispanic and Native-American) Native-Americans felt more discriminated against in housing than any other group.

Impediment #2 – Lack of the necessary tools to communicate in languages that all citizens can understand.

- A. 1. Finished 1997.
- B. 1. Housing Collaborative has begun "Better Rental Living Classes" to help persons who have in the past been evicted for not taking care of a dwelling or those who have never rented before. The long range goal is that these persons will take pride in what they rent and eventually move on to home ownership. The first class will begin Sept. 9, 1999 and has 40 attendees registered.
- C. 1. This is still a problem.
- D. 1. Much is being done in the City presently addressing the shortage of decent and adequate housing.

Distribution of information is on going.

Impediment #3 - Persons with disabilities confront difficulty finding accessible housing.

- A. 1. S.W. Center on Independent Living is preparing a survey at this time to see how the city is doing on accessible housing. This survey will let us know how many additional units, if any, presently exist. The survey is projected to be completed by December 1999.
- B. Although S.W. Center for Independent Living continues to receive many calls from individuals needing accessible housing, we do not believe the number of accessible units has gone down.

C.

D. The Fair Housing Conference sponsored by the Springfield Apartment Association hosted keynote speaker Bob Wise, Executive Vice President & House Council for the Missouri Apartment Association. Mr. Wise spoke on Apartment Managers/Owners responsibility to accommodate the disabled under the American's with Disability Act.

S.W. Center for Independent Living continues to educate apartment managers on accommodations for the disabled. The S.W. Center will provide grab bars and other accessibility devices, which can be installed in individual apartments for the disabled.

Chuck, I hope this gives you the information you need for your report. If I can be of any further assistance, please let me know.

Mayor's Commission on Human Rights and Community Relations

TO:

Chuck Marinec - Planning and Development

Fax: 864-1881

FROM:

Kathy Clancy - Mayor's Commission on Human Rights

DATE:

September 13, 2000

RE:

Update on Timeline AI Action Plan

Per your request, I have addressed each of the three major impediments we listed and the activities we listed to correct these impediments in our AI Action Plan.

- A. 1. Fair Housing brochure does exist in Spanish (1999) and is currently distributed in Springfield and surrounding areas.
 - 2. There is now a Web page for the Mayor's Commission on Human Rights Which talks of fair housing and has connections to Missouri Commission On Human Rights, EEOC and HUD.
 - 3. A video was completed April 2000 on Fair Housing and is being used by The Mayor's Commission in presentations to the public.
 - 4. Public Service Announcements related to Housing will soon begin on different television stations. These will be captioned for the hearing impaired.
 - 5. Community Task Force on Housing Subcommittee on Code Enforcement Has prepared a report on Springfield Housing Related Code Enforcement to be presented to City Council. This report breaks down the different departments that handle housing complaints and how those complaints are processed.
 - 6. Fair Housing Conference 2000 presented by the Springfield Apartment Association had a workshop on legal issues for landlords, owners and managers.
- B. 1. Completed 1998

Impediment #2 - lack of the necessary tools to communicate in languages that all citizens can understand.

- A. 1. The housing brochure has been translated to Spanish since 1997.
 However, immigrants from Russia, China, and Romania are arriving more and more in Springfield. We are working with the Hand-in-Hand Multicultural Life Center and the Missouri Extension Office to assist these persons in understanding our Housing Laws. To date we have not translated any informational brochures into these languages.
- B. 1. Better Rental Living Classes started in 1999 by the Housing Collaborative and Springfield Apartment Assoc. continue.
 - 2. Public Service Announcements relating to housing will begin running soon. Although these will be in English they will be captioned for hearing impaired.
- C. 1. We are still working on getting more minorities in Springfield appointed to all city boards. A new organization of blacks, African American Collaborative, has scheduled a Leadership Conference in Springfield to run four Saturdays in November. One of the issues they will address will be to get more individuals interested in serving on boards.
- D. Distribution of information is an on-going process. The addition of our Public Service Announcement on housing will help to reach even more people.

Impediment #3 - Persons with disabilities confront difficulty finding accessible housing.

- A. 1. Southwest Center for Independent Living maintains a list of accessible Apartments in Springfield. They are in the process of expanding the list To include not just address and rent amount, but also how far from a bus Stop, are there grab bars, parking, number of steps to climb, etc.
 - 2. Independent Living Center is also involved in a state wide study involving accessible housing in rural areas.

- B. 1. There is still a shortage of accessible housing. The majority of accessible Housing is through Section 8 and Springfield Housing Association. This Is mainly because a large percentage of individuals with a disability cannot pay fair market rental prices.
- D. Springfield Apartment Assoc. continues to sponsor our Fair Housing Conference every April. They always provide at least one workshop Dealing with legal issues of Fair Housing.
 - 2. Mayor's Commission on Human Rights produced a video in 2000 that Addresses Fair Housing. In 2000 public service announcements will Begin running on fair housing on local TV channels.

Mayor's Commission on Human Rights and Community Relations
Springfield, MO
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kclancy@works.state.mo.us

TO:

Chuck Marinec - Planning & Development

FROM:

Kathy Clancy - Director

DATE:

August 19, 2003

RE:

AI Update

Chuck, I am assuming you will be adding those things that are happening through the Busch Bldg. that I am not as knowledgeable of, i.e. Vision 20/20, rehab projects and the condemnation program.

I have addressed each of the three major impediments listed in our original AI Action Plan and the activities taken since our last update to remedy these impediments.

- A. 1. Fair Housing Brochures in English and Spanish are distributed at every community event attended by the Mayor's Commission on Human Rights. They are also displayed in the lobby of the Missouri Career Center and the Busch Building.
 - 2. Television stations continue to air the Fair Housing video produced by the Mayor's Commission on Human Rights in 2000 as a Public Service Announcement.
 - 3. The Missouri Commission on Human Rights and the Mayor's Commission on Human Rights (local Commission) sponsored a Fair Housing Forum in April 2002. The Director of the Mayor's Commission on Human Rights submits Fair Housing articles to all minority newsletters and newspapers during April.

4. Better Living Rental Classes continue to be offered with a waiting list. Statistics for 2002 indicated that 92% of the participants had remained in the same residence for at least 6 months.

Impediment #2 – Lack of necessary tools to communicate in languages that all citizens can understand.

- A. 1. The largest group of immigrants in this area is Hispanic. Out-reach to the Spanish speaking community has greatly improved with the help of Alianzas and LULAC organizations. Other foreign speaking immigrants have been harder to work with.
- B. NAACP and Catholic Charities are working on a program to move renters into home ownership. Several local Banks have agreed to cooperate in this project. The program would allow a family to lease a home for three years. If at the end of the three year period all obligations of home ownership have been met, they would then be allowed to purchase the home at a low interest rate and receive credit for the payments made in the first three years.
- C. Approximately two years ago a Black was elected to City Council. This has helped to break down old walls where minorities did not feel welcome in City Hall or on Boards and Commissions. Over the last two years we have seen an increase in the number of Blacks applying for these positions. We do need to increase the Hispanic involvement.
- D. Covered in Impediment #1.

Impediment #3 – Persons with disabilities confront difficulty finding accessible housing.

- A. 1. The National Alliance for the Mental III (NAMI) estimates that 1/3 of our homeless population have a treatable mental illness. They are doing outreach and support groups to reach and educate this population. Accessible housing has increased even in the last year, however, the need is still great. The State budget cuts have also negatively affected some of the supported living programs that were in place.
 - 2. The City continues to fund housing rehab and new construction programs to increase the supply of affordable housing. A recent survey for what Springfield needs to address for the next five years listed Affordable Housing in the top five concerns. A task force has been formed and meet on a regular basis to develop suggestions for City Council.

- 3. The Continuum of Care Task Force within the Housing Collaborative are involved in a state wide data collection system (includes both urban and rural areas) to identify chronic homeless individuals and their disabilities. This program should be implemented in the first half of 2004. The data will be used to assist in the development of permanent supportive housing based on numbers and disabilities identified.
- D. On-going educational programs and information provided to landlords by the Mayor's Commission on Human Rights and the Missouri Commission on Human Rights. Presentations to landlords on "Better Living Classes."

Mayor's Commission on Human Rights and Community Relations

TO:

Chuck Marinec - Planning & Development

FROM:

Kathy Clancy – Human Rights Commission

DATE:

September 2, 2004

RE:

AI Update

This memo will address each of the three major impediments listed in our AI Action Plan and the activities taken since our last update to remedy these impediments.

- A. 1. Fair Housing Brochures in English and Spanish are distributed at most community events attended by the Mayor's Commission on Human Rights. They are also displayed in the lobby of the Missouri Career Center and The Busch Municipal Building.
 - 2. The Mayor's Commission on Human Rights has a Public Service Announcement video regarding Housing Discrimination that has been aired on the three local TV stations since April 2000.
 - 3. The Missouri Commission on Human Rights and the Mayor's Commission on Human Rights (local Commission) sponsored a Fair Housing Forum in April 2003. The conference topic was Predatory Lending, what it is and how to recognize.
 - 4. The Mayor's Commission on Human Rights submits an article regarding Fair Housing to all minority newsletters during the month of April.
 - 5. Better Living Rental Classes ended last year when funding ended. The Housing Collaborative has applied for several community grants with no success. Recently Housing Collaborative members have applied for a NOVA grant that would fund 20 more classes. We will find out late Sept. or early Oct. if we are to receive these funds to enable the classes to resume.

Impediment #2 – Lack of the necessary tools to communicate in languages that all citizens can understand.

- A. 1. Continue to work with organizations such as Hand-in-Hand Multicultural Life Center, Missouri Extension Office, Alianzas Project and other local minority groups to provide non-English speaking people with information on Fair Housing Laws.
- B. 1. City of Springfield coordinating the American Dream Program. Catholic Charities provides a Down Payment Assistance program. They are able to provide funds up to \$10,000.00 to families in Greene, Christian or Webster Counties. This is a forgivable loan and can be used for closing costs.
- C. 1. City is making progress in appointing minorities to city boards. Currently there is a black City Council person and several minorities serving on city boards. In the 2000 census, our minority numbers increased for Blacks and Hispanics, however, the minority numbers continue to be low.
- D. 1. Fair housing information is distributed at every event the Human Rights Commission is present at. Fair Housing brochures are available in the lobby of the Busch City Municipal Building and also the Ozark Region Missouri Career Center. There is a public service announcement on Fair Housing periodically broadcast on the three local TV stations.

Impediment #3 – Persons with disabilities confront difficulty finding accessible housing.

- A. 1. The need for additional accessible housing was cited in our city's latest Vision 20/20 survey. A group has formed to address this problem and will present suggestions to our City Council.
 - 2. Southwest Center for Independent Living maintains a list of accessible rental housing in Springfield. The Independent Living Center will also build ramps and assist in providing other fixtures needed by someone with a disability.

- B. 1. The City continues to fund rehabilitation of neglected property. A recent ordinance allows the city to take control of boarded up or abandoned property if the owner refuses to do so. If a building is torn down, the city will assist the new buyer in financing the building of a structure compatible with the area.
- D. 1. Yearly Fair Housing Conference. Encourage landlords to join the Springfield Apartment Association to keep informed on most recent changes in landlord/tenant laws.

Mayor's Commission on Human Rights and Community Relations
Springfield, MO
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kclancy@jcocmis.org

TO:

Chuck Marinec - Planning & Development

FROM:

Kathy Clancy

DATE:

September 7, 2005

RE:

AI Update

This memo will address each of the three major impediments listed in our AI Action Plan and the activities taken since our last update to remedy these impediments.

- 1. Fair Housing brochures in English and Spanish are distributed at most community events attended by the Mayor's Commission on Human Rights. Brochures are also displayed in the lobby of the Missouri Career Center and The Busch Municipal Building.
- 2. The Mayor's Commission on Human Rights submits an article to all minority newsletters in April on the topic of Fair Housing.
- 3. The Director of the Human Rights Commission does a yearly presentation to the Springfield Apartment Association and the Housing Association of Springfield on Fair Housing.
- 4. The Housing Collaborative under the umbrella of the Community Partnership of the Ozarks has organized a committee to address predatory lending in Springfield with regards to mortgages. The *Don't Borrow Trouble* program is soon to be initiated. This is an educational program to promote reputable lending. The program will consist of flyers, TV spots, radio, door flyers in neighborhoods and a speakers bureau.

Impediment #2 - Lack of the necessary tools to communicate in languages that all citizens can understand.

- 1. Continue to work with organizations such as Hand-in-Hand Multicultural Life Center, Missouri Extension Office, Alianzas Project, NAACP and other local minority groups to provide minorities and non-English speaking people with information of Fair Housing Laws.
- 2. All Fair Housing brochures printed by the Human Rights Commission are available in English and Spanish. Spanish is second to English as the most often used language in Springfield. However, the Multicultural Center has identified immigrants from Russia, Korea, Japan, Lithuania and other countries.

Impediment #3 – Persons with disabilities confront difficulty finding accessible housing.

- 1. Accessible, affordable housing continues to be an impediment for Springfield. The issue of affordable housing is currently being addressed by our City Council and other City departments. Although we have made progress in the number of accessible units available, we still have people waiting.
- 2. The Southwest Center for Independent Living maintains a list of accessible rental housing in Springfield. The Independent Living Center will also build ramps and assist in providing other fixtures needed by someone with a disability.

Mayor's Commission on Human Rights and Community Relations
Springfield, MO
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TO:

Grants Administrator

FROM:

Kathy Clancy - Dir. Of Human Rights Commission, Spfld., MO

DATE:

September 11, 2006

RE:

AI Update

This memo will address actions of the Mayor's Commission and other groups and agencies in Springfield to remedy impediments to fair housing:

Landlord Training – The local Urban Neighborhood Alliance has for the last five years provided a landlord training to local landlords. This training includes information on a variety of subjects including proper applications, fair housing issues, crime issues, etc. Attendance at this training has steadily increased over the years. The latest session included approximately 50 landlords or property managers representing mostly small to medium size units. The next session is scheduled for March 2007.

Vision 20/20 – Is a community-wide collaboration of citizens interested in various comprehensive planning components, such as parks, housing and economic development in Springfield. In 2006, the housing component addressed *lack of affordable housing* as a concern for Springfield.

Provider Training – In June 2006 training was held for all agencies that provide information to clients on housing. The training included information on how to qualify for assistance with Housing Authority of Springfield to a session on the *Don't Borrow Trouble* predatory lending education campaign.

Don't Borrow Trouble – Is a program sponsored by Freddie Mac. A collaborative of groups has spent the last year fine tuning a program for Springfield. The group is chaired by the Director of the Urban Neighborhoods Alliance and have arranged for complaints to be taken by the local Better Business Bureau. When the initiative began, the focus was on predatory lending in mortgages. Because of sponsorship donations and an additional

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one-time start-up award from Freddie Mac the group will also begin to include education on other predatory lending problems. Although we have experienced some predatory lending in the area of mortgage lending, we believe by the initiation of this program we are being pro-active as opposed to re-active.

Communication – The original Impediment to Fair Housing identified a problem of communicating fair housing laws to all citizens. The area around Springfield – Monett, Aurora, Noel, and Cassville – has experienced a much greater influx of particularly Hispanic persons. Springfield's Hispanic population has risen, but not as significantly as outside of Springfield and particularly in the above mentioned towns. Springfield has identified immigrants from Russia, Lithuania, and different Asian countries. The Mayor's Commission on Human Rights works with the Hand-in-Hand Multicultural Center and Churches and other groups that immigrants from these areas may contact. We are able to obtain interpreters when needed from the various colleges in Springfield.

We have seen a need also to provide information in Braille and to the deaf community. Recently a new group has formed to unify the deaf community in Springfield. The Human Rights Commission is working through this group to provide fair housing information.

Accessible Housing for Disabled – Although improvements have been made in this area over the last 10 years, it remains a problem. We run short on accessible/affordable housing, affordable being more the key word. This again is being addressed by the Vision 20/20 committee, the Housing Collaborative and also Urban Neighborhoods Alliance. UNA has received a grant from a local Senior Tax to assist persons within their designated neighborhoods who are 60 and older with home improvements and repairs. Most of these individuals will also have some sort of disability also.

The Southwest Center for Independent Living and National Association for Mental Illness (NAMI) both maintain and print in their Newsletters apartments that meet the requirements of accessible and affordable. The Springfield Apartment Association also provides a list of affordable apartments, those that rent for \$450/month or less.

The Independent Living Center will also assist with ramps and fixtures to accommodate persons already living in an apartment.

Mayor's Commission on Human Rights and Community Relations
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TO: Vern Morgan, Grants Administrator

FROM: Kathy Clancy - Dir. Of Human Rights Commission, Spfld., MO

DATE: July 27, 2007

RE: AI Update

The following is an update to the 2006 Analysis of Impediments on behalf of the Human Rights Commission.

Landlord Training – March 2007 - Urban Neighborhoods Alliance sponsored landlord training. This training includes information on a variety of subjects including proper applications, fair housing issues, crime issues, etc. Approximately 50 landlords or property managers representing mostly small to medium size units attended this training.

Case Manager Training – The second Annual Housing Resource Training took place June 28, 2007. There were approximately 150 case managers, providers and other interested parties who attended the training. The training included information on Emergency Shelter & Transitional Housing, Housing Rights & Responsibilities, Emergency Rent & Utility Assistance, Predatory Lending and How to Serve the Hard to Serve Clients.

Don't Borrow Trouble – This educational program on predatory lending started in 2006. This year we gave 21 presentations reaching approximately 822 individuals. The program has been expanded to cover both predatory lending in housing and fast cash businesses.

The Springfield-Greene County Reputable Collaborative sponsored training in March 2006 on predatory lending and foreclosures presented by the National Consumer Law Center. This training was attended by approximately 20 people.

Communication – Although communication in other languages was identified in the 1996 AI, we considered it a smaller problem in the 2006 AI. All Fair Housing Brochures and information provided by the Mayor's Commission on Human Rights are in both English and Spanish. We also provide a pamphlet from the Attorney General's office

in both languages that provides information on Landlord/Tenant Rights and Responsibilities. We have identified other languages, however, the need is not sufficient enough at this time to reproduce all documents in any language other than Spanish. The Human Rights Commission works closely with the Hand-in-Hand Multi-Cultural Center to reach out to all immigrants coming to Springfield.

The Human Rights Commission continues to reach out to the blind, deaf and disabled community. The blind and deaf communities continue to be a close knit group that we must gain trust from.

An impediment we continue to work on is getting the smaller landlords knowledge of the federal and state housing laws. These are usually landlords who own one or two units. The Human Rights Commission works with the Springfield Housing and Apartment Assoc. to provide training to their members. We also make ourselves available for any questions and concerns a landlord may have by having an office open five days a week where they can contact us.

Accessible Housing for Disabled – Although improvements have been made in this area over the last 10 years, it remains an impediment. Funding for public housing has continued to decrease over the past five years causing an extreme strain on the Housing Authority of Springfield and OACAC, the agencies who administer HUD programs. Many of the persons living in our public housing are elderly, disabled or both. We continue to have a shortage of accessible/affordable housing. This impediment continues to be addressed by several groups within the city including: the Vision 20/20 committee, the Housing Collaborative and Urban Neighborhoods Alliance.

The Southwest Center for Independent Living and National Association for Mental Illness (NAMI) both maintain and print in their Newsletters apartments that meet the requirements of accessible and affordable. The Springfield Apartment Association also provides a list of affordable dwellings, those that rent for \$450/month or less.

The local Council of Churches will provide ramps and fixtures to accommodate persons already living in an apartment or home for no charge.

Housing Collaborative – This is a task force under the umbrella of the Community Partnership of the Ozarks that has been in existence for over 10 years. The Collaborative continues to be a strong network of agencies, builders, and city officials to address the housing concerns in Springfield. Our primary concerns for 2006-2007 included:

- Rejuvenating a committee to address Homeless Youth
- Implementation of a local Housing Trust Fund
- Continue to expand our Predatory Lending Education Program
- A Re-entry program to assist persons in housing and employment coming out of Dept. of Corrections.
- Update our Homeless Count twice a year

Mayor's Commission on Human Rights and Community Relations
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TO:

Vern Morgan, Grants Administrator

FROM:

Kathy Clancy - Dir. Of Human Rights Commission, Spfld., MO

DATE:

Sept. 5, 2008

RE:

AI Update

The following is an update to the Analysis of Impediments on behalf of the Human Rights Commission.

Landlord Training – March 2008 - Urban Neighborhoods Alliance sponsored landlord training. This training includes information on a variety of subjects including proper applications, fair housing issues, crime issues, etc. Approximately 50 landlords or property managers representing mostly small to medium size units attended this training.

Case Manager Training – The Third Annual Housing Resource Training will take place in the Spring of 2008. Turn out for this event has consistently exceeded 100 persons. The training includes information on Emergency Shelter & Transitional Housing, Housing Rights & Responsibilities, Emergency Rent & Utility Assistance, Predatory Lending, and How to Serve the Hard to Serve Clients.

Don't Borrow Trouble - This educational program on predatory lending started in 2006. In 2008, we held Financial Education classes at the four different library locations in Springfield on different days of the week and times to make access to more persons. These classes covered different aspects of homeownership, foreclosure, financing, including different types of loans. The next session will run from Sept. to Dec. These classes are presented by members of the Springfield-Greene County Reputable Lending Collaborative. (included Worshop agenda. I have the power point if needed)

Communication – Even though all Fair Housing and Lending material distributed through the Mayor's Commission, City of Springfield and the Attorney General's Office is now available in English and Spanish, the problem is getting the information into the citizen's hands. The immigrants are very distrusting of any government agency, including the Human Rights Commission. There is continual effort made from the

Human Rights Commission to connect with all foreign speaking persons. If there is a complaint, the Human Rights Commission can find interpreters either through the Handin-Hand Multi-Cultural Center or the Universities in Springfield.

The Human Rights Commission continues to reach out to the blind, deaf and disabled community. The Rehab Services for the Blind has agreed to translate Fair Housing Brochures and other information to Braille. This will be done by Spring 2008.

An impediment we continue to work on is getting the smaller landlords knowledge of the federal and state housing laws. These are usually landlords who own one or two units. The Human Rights Commission works with the Springfield Housing and Apartment Assoc. to provide training to their members. We also make ourselves available for any questions and concerns a landlord may have by having an office open five days a week where they can contact us.

Affordable & Accessible Housing for Disabled – Although improvements have been made in this area over the last 10 years, it remains an impediment. Funding for public housing has continued to decrease over the past six years causing an extreme strain on the Housing Authority of Springfield and OACAC, the agencies who administer HUD programs. Many of the persons living in our public housing are elderly, disabled or both. We continue to have a shortage of accessible/affordable housing. This impediment continues to be addressed by several groups within the city including: the Vision 20/20 committee, the Housing Collaborative and Urban Neighborhoods Alliance.

The Southwest Center for Independent Living and National Association for Mental Illness (NAMI) both maintain and print in their Newsletters apartments that meet the requirements of accessible and affordable. The Springfield Apartment Association also provides a list of affordable dwellings, those that rent for \$450/month or less.

The local Council of Churches will provide ramps and fixtures to accommodate persons already living in an apartment or home for no charge.

The yearly homeless count done in June of 2008 indicated a sharp increase in the homeless population in Springfield since last year. The homeless shelter, The Kitchen, has for the first time in its history of over 30 years stated a waiting list. The necessity for more affordable housing and subsidized housing could soon become an emergency situation.

Housing Collaborative – This is a task force under the umbrella of the Community Partnership of the Ozarks that has been in existence for over 10 years. The Collaborative continues to be a strong network of agencies, builders, and city officials to address the housing concerns in Springfield. Our primary concerns for 2008-2009 include:

- Rejuvenating a committee to address Homeless Youth
- Implementation of a local Housing Trust Fund
- The possibility of including UD (universal design) to our city building ordinance for new builds offering more than "x" number of units.
- Continue to expand our Predatory Lending Education Program
- A Re-entry program to assist persons in housing and employment coming out of Dept. of Corrections.
- Update our Homeless Count twice a year